

# Site Visit Report

Under the *European Union (Drinking Water) Regulations 2023*, the Environmental Protection Agency (EPA) is the supervisory authority in relation to Uisce Éireann and its role in the provision of public drinking water supplies. This audit was carried out to assess the performance of Uisce Éireann in providing clean and wholesome water to the public water supply named below.

The audit process is a sample of the performance of a water treatment plant and public water supply on a given date.

Water Supply Zone	
Name of Installation	Commons PWS
Organisation	Uisce Éireann
Scheme Code	2900PUB0112
County	Tipperary
Site Visit Reference No.	SV32623

Report Detail	
Issue Date	09/07/2025
Prepared By	David O'Malley

Site Visit Detail			
Date Of Inspection	11/06/2025	Announced	Yes
Time In	10:25	Time Out	12:30
EPA Inspector(s)	David O'Malley Patrick Chan		
Additional Visitors			
Company Personnel	Uisce Éireann: Denis McGrath, Noel Maher. Eamon O'Gorman and Michael Beatty.		

## > Summary of Key Findings

1. The audit found that the inadequate disinfection incident on the 06/04/2025 was not escalated to the HSE promptly to ensure consumer protection.
2. There is no procedure in place to ensure all alarm and shutdowns are re-instated upon completion of maintenance work.

## > Introduction

The Commons Public Water Supply (PWS) supplies an average of 221 m<sup>3</sup>/day of water, serving a population of 467 (EDEN 2024). The source for the supply is a borehole and treatment consists of manganese and iron removal by three pressure filters followed by chlorination and fluoridation dosing. Treated water is pumped to an on-site reservoir.

The audit was undertaken in response to disinfection incident in the final treated water on the 06/04/2025 and the subsequent actions taken to prevent a reoccurrence.

## > Supply Zones Areas Inspected

The audit consisted of a review of the incident response to the chlorination disinfection incident and outstanding recommendations.



## 1. Incident Management

1.1

Was the incident suitably alerted to the plant operators, escalated and managed in order to maintain water quality and protect public health?

Answer

No

### Comment

#### Incident Investigation:

During a routine plant visit at 08:00 on the 06/04/2025 of the Commons Water Treatment Plant (WTP), the operator observed that the chlorine meter was not dosing chlorine. The operator immediately shutdown the WTP. The chlorine residual leaving the WTP was at 0.14mg/l. The operator informed their supervisor and the Uisce Éireann on-call manager was notified. A contractor arrived at the plant at 08:45, serviced the chlorine meter and the plant was restarted at 09:00. Uisce Éireann's minimum free chlorine contact time is calculated at 0.2mg/l for the plant. Chlorine levels dropped below 0.2mg/l between approximately 07:00 and 11:30 on the 06/04/2025. Upon investigation it was observed that all chlorine alarms and shutdown were not enabled. Chlorine alarms and shutdowns have since been reenabled.

On Monday the 07/04/2025 Uisce Éireann contacted the HSE and following consultation it was agreed that investigative sampling at different locations on the network for microbiological and chlorine were to be undertaken. Microbiological tests conducted on 07/04/2025 returned clear results and chlorine residuals were within the applicable range.



## 2. Disinfection

2.1

Is there a procedure in place for caretakers and contractors to check and sign-off that all alarms have been correctly re-set on completion of any maintenance work?

**Answer**

No

**Comment**

1. There is no procedure in place to ensure alarms and shutdowns are enabled after contractors complete maintenance work.

2.2

Is there a suitable monitoring frequency for residual chlorine in the network with records available?

**Answer**

No

**Comment**

1. Chlorine residual monitoring is taking place on the network, but the log book on-site is not being updated. There is only one chlorine analyser shared between two caretakers for network chlorine monitoring.



### 3. Management and Control

3.1

Have the recommendations from the previous EPA audit been satisfactorily addressed?

**Answer**

No

**Comment**

Outstanding recommendations from the audit undertaken at Commons PWS on the 15/08/2024:

1. Ensure that the Uisce Éireann Incident Communications Response Guidance Form with site specific information including contacts for escalation and relevant trigger levels protecting critical processes is displayed at the treatment plant and ensure that training on incident response in line with the guidance form is undertaken by all staff.

Progress Update: Completion date proposed for Q3 2025.

2. Complete (i) a Source and Sanitary Survey to confirm the log treatment requirement for the supply; (ii) provide a timeframe to address any treatment log deficit that exists.

Progress Update: Ongoing.

## Recommendations

Subject	Audit Recommendations	Due Date	12/08/2025
Action Text	<p><b>Uisce Éireann is responsible for ensuring a clean and wholesome supply of drinking water and should implement the following recommendations without delay.</b></p> <ol style="list-style-type: none"> <li>1. Provide rationale why the HSE were not made aware of the disinfection issue until the 07/04/2025 instead of the 06/04/2025.</li> <li>2. Complete (i) a Source and Sanitary Survey to confirm the log treatment requirement for the supply; (ii) provide a timeframe to address any treatment log deficit that exists.</li> <li>3. Post updated Uisce Éireann Incident Communications Response Guidance Form with site specific information including contacts for escalation and relevant trigger levels protecting critical processes at the water treatment plant. Ensure that all staff are trained on the response procedures.</li> <li>4. Ensure there is a procedure in place for caretakers and contractors to check and sign-off that all alarms have been correctly re-set on completion of any maintenance work.</li> <li>5. Consider carrying out multi year checks of all alarms and shutdowns to ensure they correctly enabled.</li> <li>6. Update on-site log book with network chlorine residual readings each week.</li> <li>7. Consider purchasing a chlorine analyser for each caretaker.</li> </ol> <p><b>Actions required by Uisce Éireann</b></p> <p>During the audit, Uisce Éireann representatives were advised of the audit findings and that action must be taken by Uisce Éireann to address the issues raised.</p> <p>Uisce Éireann should submit a report to the EPA on or before 12/08/2025 detailing the actions taken and planned, with timescales, to close out the above recommendations.</p> <p>The EPA advises that the findings and recommendations from this audit report should, where relevant, be addressed at other public water supplies.</p>		